ERM Missing Member Report QRG - Employer

Missing Member Report

Use this Quick Reference Guide (QRG) to produce the Missing Member Report from the Employer Reporting and Management (ERM) system. This report should be produced on a regular basis to avoid problems with uploading and processing Wage and Contribution Reports.

The instructions contained in this QRG are also included in the *Employer Reporting & Maintenance* section of the INPRS website in the ERM – Manuals page.

Missing Member Report

- **Access the Missing Member Report**
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- **Missing Members Over 90 Days**
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If you have questions contact the Employer Pension Plan Administration (EPPA) at (888) 876-2707 (Toll-free) and speak with an Employer Service Representative (ESR).

In ERM

In order to access the report and make the changes necessary to address the missing member situation, you must have the appropriate permissions in ERM for these functions. Otherwise, items like the Submission Unit, etc., will not display for you. If this is an issue, contact your Clerk/Treasurer to request an update to your permissions in ERM or to find out who should be performing these tasks.

Access the Missing Member Report

To access the *Home Dashboard* for a Submission Unit:

1. Select your Submission Unit from the table on the ERM *Home* screen.

2. Click **Next**. The *Home Dashboard* for the selected Submission Unit opens, as shown in Figure 1.

Figure 1: Home Dashboard

The *Home Dashboard* displays the following for the selected Submission Unit:

- Notifications

- Exceptions Summary

- Payroll Calendar

- **Missing Member Report**
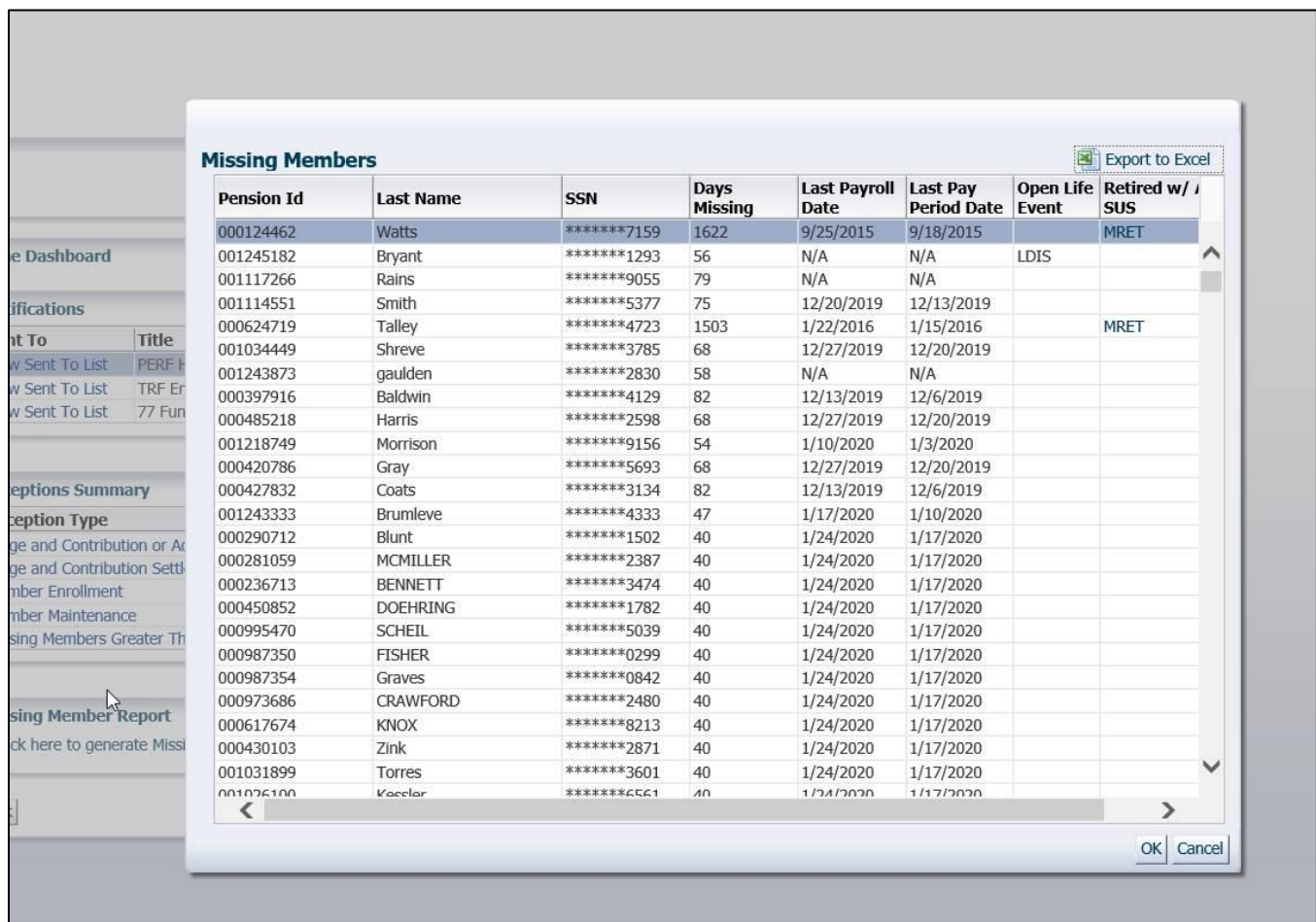
View and Review the Report

There are two Missing Member reports available as outlined in the following sections.

Missing Member Report (> 30 Days)

The *Missing Member Report* section on the *Home Dashboard* allows viewing those members in your Submission Unit who have not had a wage and contribution transaction submitted for between 30 and 59 days (>30).

To view a missing member report, click **View Missing Member Report**, and the report displays as shown in Figure 2.

Figure 2: Missing Member Report on ERM Home > 30

The *Missing Member Report* contains the following information, as shown in Figure 2:

- Pension ID

- Last Name

- SSN (partial)

- Days Missing – this is the number of days from the Last Pay Period Date to the current date. If the number is > 60, the member will show up on the *Missing Member Report > 60* (see Figure 3)

- Last Payroll Date

- Last Pay Posted Date

- Open Life Event

This report can be exported to Excel for further evaluation, etc., by clicking the **Export to Excel** option at the top of the *Missing Members* screen.

Missing Members Greater Than 60 Days

If the **Missing Members Greater Than 60 Days** is selected from the *Exception Summary* section (Figure 2), the **Miss MBR > 60** tab in the *Exception Queue* displays (see Figure 3). At this point the information is in the Missing Member Exception Queue and is available to be resolved by the employer.

Figure 3: Missing Members Report > 60

The *Missing Member Report >60* from the **Miss MBR > 60** tab in the *Exception Queue* contains the following information, as shown in Figure 3:

- Pension ID (PID)

- SSN (partial)

- Last Name

- Last Pay Period End Date – this is the last date that a W&C was submitted for this member

- Resolve By Date – this is 60 days from the Last Pay Period End Date

- ERROR – this is a brief explanation of the error causing the W&C not to process

- Action – this is a link to the *Terminate Member* dialog box. See the *Missing Member Corrections in ERM* section of this document for details.

> **NOTE: Information:** Records older than 90 days may result in the inability to submit future Wage and Contribution reports.

Missing Members Between 60 and 90 Days

An auto-generated email (*Missing Member Enforcement*) is sent to the employer notifying you that you need to check your dashboard because you have entries in the *Missing Member Exception Queue*.

Missing Members Over 90 Days

An employer with missing members over 90 days will cause the employer to be blocked. See the *Missing Members Blocked* section of this document for details.

Missing Members Blocked

In this situation an employer will be blocked from proceeding with any regular wage and contribution submissions. Adjustments will be allowed because this is one of the ways that the missing member situation can be resolved.

Upon attempting to upload or enter regular wage and contributions you will receive a message notifying you that this process is blocked. In order to resume regular wage and contribution activity you must assess and resolve your missing member situation. Common resolutions involve making wage and contribution adjustments, terminating the member, entering a qualifying life event, etc.

If you have questions about how to resolve a missing member issue, contact the EPPA at (888) 876-2707 (Toll-free) and speak with an ESR.

Missing Member Corrections in ERM

1. Click on the **Terminate Member** link on the *Missing Members > 60 Report*.

2. From the *Terminate Member* dialog box you can enter the **Last Day In Pay** and the **Last Check Date** to formally terminate the member and release the "missing member" record to upload with the other records on the Wage and Contribution Report.

Figure 4: Terminate Member Dialog Box

3. If the member is not to be terminated, but rather, needs to have a Life Event entered to correct the error, follow the instructions on the *Terminate Member* dialog box – **Information: Please go to the Member section to enter any other Life Event**.

4. If the member is not to be terminated, but rather, is missing contributions or adjustments, you must provide the data required to complete the member record and thereby correcting the error and therefore allowing the Wage and Contribution Report to upload.

NOTE: Your submission unit's wage and contributions will **not** process unless **ALL** of the missing member information (errors) have been corrected. Correcting one instance will not make the difference. If you need assistance, contact the EPPA at (888) 876-2707 (Toll-free) and speak with an ESR. The ESR can assist you in correcting these issues, but cannot make the corrections or entries for you.